



Retiree Health Benefits and Support

Your well-being is important to us.

That is why we've contracted with Quantum Health, the pioneer and leader in the field of healthcare navigation, to offer you support.

Since 1999, Quantum Health has been committed to using its industry expertise to help individuals maximize benefits, make more informed treatment decisions, and achieve better health outcomes.

Because no one should have to navigate healthcare or caregiving alone...

Quantum will connect you with the resource you need: either UnitedHealthcare or a Cariloop Care Coach. In addition, Quantum can help you with EyeMed benefits and put you in touch with the Employee Assistance Program.

Cariloop works with Quantum to support retirees and caregivers as they navigate medical, prescription, vision, and behavioral health benefits. Care Coaches are doctors, nurses, social workers, occupational therapists, certified dementia practitioners, and other seasoned professionals who are well-versed in our plans and Medicare. They can help with:

- scheduling appointments and transferring records
- obtaining preauthorizations
- addressing insurance and billing issues
- estimating and comparing care costs
- navigating diagnoses like cancer and Alzheimer's
- making treatment decisions
- finding a suitable nursing home
- crafting an advanced directive
- initiating an appeals process
- maneuvering through Medicare—and more

Will having Quantum change my benefits?

No. Quantum's role is to support the needs of retirees, their spouses, dependents, and caregivers. Benefits will still be provided through a UnitedHealthcare Group Medicare Advantage plan.

Will my providers change?

Not at all. You can see any Medicare provider (in and out of network) at the same cost share, as long as they accept the plan and have not opted out or been excluded/precluded from the Medicare Program. You can continue contacting them about health concerns and appointments just as you've done in the past.

As always, you should call CPG Client Services with questions about eligibility and the enrollment process.

How do I contact Quantum?



Call 866-871-0629, Monday to Friday, 8:30 AM to 10:00 PM EST.



Log in to MyCPG Accounts, where retirees can create a Quantum account.



Visit myquantumcare.org, where dependents can set up a Quantum account.



Use the Quantum app, Quantum Health, available from the App Store® and Google Play™.

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